

Washington, Vernell (AKIMAD)

From: volconsumer@verizon.com
Sent: Tuesday, February 06, 2007 9:46 AM
To: Washington, Vernell (AKIMAD)
Subject: Important: Verizon Online DSL Order Update



Dear Valued Verizon Online Member,

Your Verizon Online DSL order has been cancelled.

We received notification that your Verizon Online DSL service for telephone number ending in 5064 has been cancelled. If you change your mind and would like to experience all that Verizon Online DSL can provide, simply call us at 1-800-567-6789.

If you ordered Broadband Essentials & Extras along with your broadband service order, they have also been cancelled.

If you never received a bill as a new user, you will not receive one. Additionally, you are required to return any Verizon-provided equipment. We will send you a postage-paid label to use for the return. If you choose to keep the equipment, an additional equipment charge will apply.

Again, we're sorry to lose you as a customer and welcome the opportunity to resolve any problems you may have experienced. Representatives are available at (800) 567-6789. It has been a privilege serving your Internet needs.

Sincerely,

Verizon Online
 Broadband Customer Care Team

Verizon, one of the nation's leading providers of high-speed Internet services, has created one of the best overall values in broadband today, with speed, content and great service at a very affordable price.

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